Treasurer, Arizona State

IT Vision
The Information Systems division will provide timely support to our office's personnel utilizing technology that is flexible, robust and compliant with Industry standards.

IT Mission
To ensure that all Office functions and operations remain responsive to the changing needs of our depositors and investors through the effective utilization of advancing technologies and procedures.

Goal 1

Enhance Documentation.
Comprehensive documentation is essential to maintain current support levels due to turnover in key IT staff.

Objective 1
Create written procedures for network hardware/user management.

Current Situation
Due to the small staff size and stability of IT staffing, many hardware and user management standards and procedures are informal.

Performance Measures

1   Number of procedures documented

Status   In Process

Category: Output

	Target 02	Actual 02	FY 03	FY 04	FY 05
	25	10	30	30	30

Objective 2
Standardize documentation of custom-developed systems and implement version controls

Current Situation
Due to stability of IT staff, custom programs were not thoroughly documented and version controls were not necessary. Due to increased turnover and increasing interdependence among systems, version control and documentation has become essential.

Performance Measures

1   Number of systems properly documented.

Status   In Process

Category: Output

	Target 02	Actual 02	FY 03	FY 04	FY 05
	10	3	16	17	17

Goal 2

Enhance off-site accessibility of key functionality while maintaining current security levels.

Objective 1
Install remote Internet access to e-mail and a limited amount of key data and applications.

Current Situation
For security reasons, most data and applications have not been remotely accessible. With increased demand for remote access, limited access has become necessary.

Performance Measures

1   Number of users who have capability of remote access / telecommuting.

Status   In Process

	Target 02	Actual 02	FY 03	FY 04	FY 05
Category: Outcome	2	0	2	5	10

Goal 3

Increase LAN and Security Administrator training.

Objective 1

Increase the number of vendor certifications held by LAN Administrators and IT Staff.

Current Situation

Due to turnover in key IT positions, the number of certifications held by current IT staff has been severely depleted. In order to maintain the level of support required by our user base, the new LAN Administrators must improve their administration skill set. Certifications provide a measurable reference point for this improvement.

Performance Measures

1   Number of advanced vendor certifications held by IT Staff.

Status   In Process

	Target 02	Actual 02	FY 03	FY 04	FY 05
Category: Outcome			4	6	8

Goal 4

Enhance publics access to information via electronic means.

Objective 1

Expand information available on website to include operational statistics and information

Current Situation

Currently, most statistical information collected is not made available to the general public unless requested. With the enhancement of the website, information can be made more readily available.

Performance Measures

1   Number of monthly statistics available on the website.

Status   In Process

	Target 02	Actual 02	FY 03	FY 04	FY 05
Category: Output	5	15	15	20	20

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